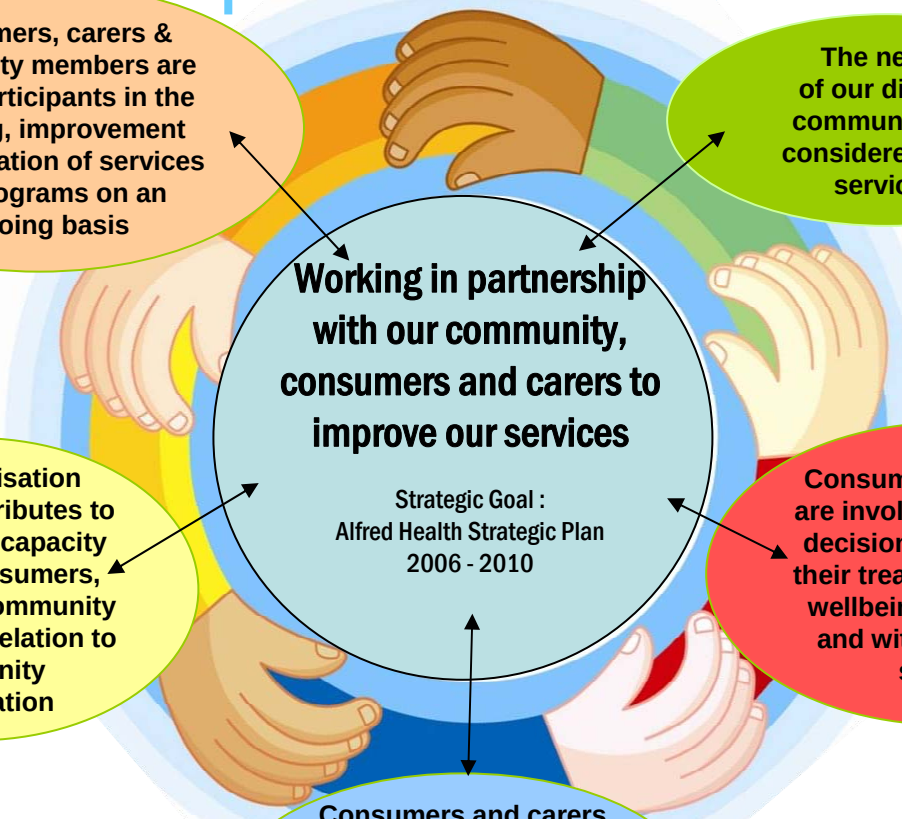
AlfredHealth

COMMUNITY PARTICIPATION MODEL

Organisational Level	Program or Department Level	Individual Care Level

Consumers, carers & community members are active participants in the planning, improvement and evaluation of services and programs on an ongoing basis

The needs of our diverse community are considered in all services



The organisation actively contributes to building the capacity of staff, consumers, carers and community members in relation to community participation

Consumers and carers are involved in informed decision-making about their treatment, care and wellbeing at all stages and with appropriate support

Consumers and carers are provided with evidence-based, accessible information to support key decision-making

Measures of Success

- Community participation model, policies and organisational plans are available to staff
- Financial and physical resources
- Organisational capacity building
- Participation in capital planning
- Participation in feedback and complaints mechanisms
- Consumers are involved in the decision making and care planning process for their care and staff listen and act on these decisions
- Participation is evaluated and monitored across the organisation and is reported on to the community and the Department of Health
- Inclusive practice in care planning is demonstrated
- There are broad participation mechanisms across the organisation such as committees, consumer reference groups and focus groups
- Consumers are provided with evidence-based information about condition and treatment options
- Participation in quality improvement activities and quality processes
- Consumers are involved in the development of org. plans
- Consumers receive up-to-date, appropriate and culturally sensitive information
- Informed consent processes
- Appropriate links with community orgs.
- Participation in the development and evaluation of health information
- Mechanisms for engaging minority and hard-to-reach groups
- Consumers receive information about rights & responsibilities
- Involvement of Aboriginal and culturally and linguistically diverse consumers

Measures of Success